

TestTrack MAPI Email and Microsoft Outlook Security

Note: The following information only applies to TestTrack 2011.1 and earlier.

Problem

TestTrack projects and user accounts are configured to send mail using MAPI. The TestTrack Server account is also configured to use MAPI. Email is generated by TestTrack and is added to the TestTrack Server Admin Utility mail queue. In addition, there are no send mail errors in the mail queue or the server log.

Cause

Microsoft Outlook includes security restrictions that can prevent a program, such as TestTrack, from automatically sending email. When TestTrack attempts to send an email, Outlook displays a message prompting you to allow or disallow the send mail request. The message is not interactively displayed to the desktop because Outlook is running or the TestTrack Server is running as a service.

In most versions of Outlook, this message will occur with every send mail request made by TestTrack. The Exchange server uses a specific set of user-defined security settings to disallow automatic and programmatic access to the MAPI server.

Solution

Verify the problem by first stopping the TestTrack Server. Next, start both the TestTrack Server and Outlook as applications, using the same Windows user account. When TestTrack attempts to send a message, the message prompting you to allow or disallow the send mail request is visible.

After verifying the problem, you need to modify the Exchange MAPI profiles security settings. Modify the settings to allow programmatic send mail access through the MAPI server, where the MAPI server is the email client (e.g., Outlook) that relays the send mail request to Exchange.

The following Microsoft article includes detailed instructions for modifying Outlook MAPI security settings: [Customizing the Outlook Security Features Administrative Package](#).

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=310>